

JOSEPH RODRIGUES  
State Long-Term Care Ombudsman  
Office of the State Long-Term Care Ombudsman  
California Department of Aging  
1300 National Drive, Suite 200  
Sacramento, California 95834  
Telephone: (916) 419-7510  
Facsimile: (916) 928-2503

**UNITED STATES BANKRUPTCY COURT  
EASTERN DISTRICT OF CALIFORNIA  
FRESNO DIVISION**

In re:	)	Case No. 16-10015-A-9
	)	
	)	Chapter 9
Southern Inyo Healthcare District	)	
	)	<b>16<sup>th</sup> REPORT OF THE</b>
	)	<b>PATIENT CARE OMBUDSMAN</b>
	)	
Debtor.	)	(No Hearing Required)

Pursuant to the order directing the appointment of a Patient Care Ombudsman entered by this court on February 17, 2016, Tracy Hope Davis, the United States Trustee, duly appointed Joseph Rodrigues, the California State Long-Term Care Ombudsman, as the Patient Care Ombudsman in this case.

In compliance with the notice of appointment, the Patient Care Ombudsman is submitting his 16<sup>th</sup> report, covering the period June 30, 2018 to August 28, 2018.

Respectfully submitted,

/s/Joseph Rodrigues  
Joseph Rodrigues  
State Long-Term Care Ombudsman

1                                   **16th REPORT OF THE PATIENT CARE OMBUDSMAN**

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3           Eastern Sierra Area Agency on Aging is the designated Long-Term

4   Care (LTC) Ombudsman Program for Inyo and Mono Counties and is the

5   local representative of the Office of the State LTC Ombudsman. As

6   mandated by the federal Older Americans Act (42 U.S.C. 3058g), LTC

7   Ombudsman representatives identify, investigate and resolve

8   complaints that are made by, or on behalf of residents of LTC

9   facilities that relate to action, inaction or decisions that may

10   adversely affect the health, safety, welfare or rights of residents.

11   Paulette Erwin is the local Ombudsman representatives assigned to

12   this facility.

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15           Southern Inyo Hospital District is located at 501 E. Locust

16   Street, Lone Pine, California. The California Department of Public

17   Health, Licensing and Certification Division, licenses this facility

18   as a Skilled Nursing Facility (SNF). SNFs provide housing, meals,

19   medical care, personal care, social services, and social activities

20   to people who have physical or behavioral conditions that prevent

21   them from living alone.

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24           The following information describes the number of visits made

25   to the facility (complaint and non-complaint related), observations

26   about privacy, food, the general status of the residents, any

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1 complaints made by or on behalf of residents to the LTC Ombudsman  
2 Program, and any changes in the census of the facility.  
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4

5 The licensed capacity of the facility is 33, with a current  
6 occupancy of 27. There is no noted significant change in resident  
7 mix, such as the admission of different client groups, younger  
8 residents, etc. The facility has hired a Director of Nursing, Gina  
9 Symons for the skilled nursing part of the facility. Because of the  
10 rural nature of this facility, retaining qualified licensed  
11 personnel continues to be a challenge.  
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14 The local Ombudsman Program has not received any concerns  
15 involving vendors, utilities, or external support factors that may  
16 impact resident care.  
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18 The local Ombudsman Program has conducted four visits during  
19 this reporting period. During these visits, the Ombudsman  
20 representative noted the facility appeared to be clean with no  
21 overwhelming odors. The temperature in the facility was comfortable  
22 for residents. Residents appeared clean and were appropriately  
23 dressed for the time of year and day.  
24  
25

26 The local Ombudsman Program received a total of three cases and  
27 three complaints. The complaints during this reporting period  
28

1 include the following:  
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3       A complaint related to a refusal to readmit a resident. The  
4 Ombudsman representative worked with Southern Inyo Distinct Part  
5 Skilled Nursing Facility Director of Nursing, Gina Symons, and  
6 Ridgecrest Regional Hospital case managers to resolve the complaint.  
7 The resident was allowed to return to Southern Inyo Distinct Part  
8 Skilled Nursing Facility.  
9

10  
11       A complaint related to sexual abuse. The facility reported to  
12 the Ombudsman Program, and indicated they reported to the California  
13 Department of Public Health and local law enforcement as required.  
14 Both the California Department of Public Health and local law  
15 enforcement are investigating the complaint. The Ombudsman Program  
16 is working with the resident and family to resolve the complaint.  
17  
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19       A complaint related to discharge planning. The Ombudsman  
20 representative met with Director of Nursing, Gina Symons who  
21 indicated the facility was working on a discharge plan and would  
22 follow-up with the resident. The Ombudsman representative is  
23 continuing to work with the resident to resolve the complaint.  
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August 28, 2018

State Long-Term Care Ombudsman